



**Molina Healthcare of Ohio
Claims Payment Systemic Errors**

September 2022

The current Claims Payment Systemic Errors (CPSEs) are listed below. Resolved issues previously reported will be removed from this log, and may be found in archived reports.

Description of CPSE	Date CPSE was First Identified	Billing Provider Type(s) Impacted by CPSE (select all that apply)	Timeline for Fixing CPSE	Date(s) and/or date span(s) of Corrected Claims Adjustments	Number of Claims Impacted	Status
Confirmed CPSE: Claims are paying primary in error.	12/15/2021	82-Ambulance 50-Clinic 76-Durable Medical Equipment Supplier 12-Federally Qualified Health Center 01-Hospital (Outpatient) 80-Independent Laboratory 16 & 60-Home Health Agency 86-Nursing Facility 21-Professional Medical Group 05-Rural Health Clinic 83-Wheelchair Van 84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	5/31/2022	Recoveries Completed 8/4/2022	239	Completed
Confirmed CPSE: Claims are denying in error as a duplicate when different modifiers are billed on the claim.	1/6/2022	21-Professional Medical Group 95-ODADAS Certified/Licensed (SUD) Treatment Program 12-Federally Qualified Health Center 84-Ohio Department of Mental Health (Community Mental Health) Provider	7/12/2022	Work around started 6/7/2022 ETA 9/15/2022 Adjustment Batch 1 ETA 8/24/2022-9/23/2022 Adjustment Batch 2 ETA 8/24/2022-9/23/2022 Adjustment Batch 3 ETA 8/24/2022-9/23/2022 Adjustment Batch 4 ETA 8/25/2022-9/24/2022 Adjustment Batch 5 ETA 8/25/2022-9/24/2022	1753	Fix is complete
Confirmed CPSE: Due to an internal audit, outpatient hospital lab, radiology, and pharmaceuticals paid greater than the claim line billed charge amount in error.	2/8/2022	01-Hospital (Outpatient)	5/31/2022	ETA 10/18/2022	TBD	Fix is complete
Confirmed CPSE: Payment is being reduced to 85% of the Medicaid maximum fee schedule for covered immunization, vaccine administrations, injection of medications, or provider-administered pharmaceuticals when the provider is billing modifier UD on a 1500 claim form and should not be according to OAC 5160-4-03.	1/31/2022	12-Federally Qualified Health Center 21-Professional Medical Group 05-Rural Health Clinic	6/3/2022	Adjustment Batch 1 Completed 8/4/2022 Adjustment Batch 2 Completed 7/26/2022	950	Completed

Confirmed CPSE: Medicaid claim not generating when Marketplace is primary for members with Dual enrollment.	3/16/2022	76-Durable Medical Equipment Supplier 01-Hospital (Outpatient) 21-Professional Medical Group 12-Federally Qualified Health Center 80-Independent Laboratory 84-Ohio Department of Mental Health (Community Mental Health) Provider 82-Ambulance 27-Chiropractor Individual 95-ODADAS Certified/Licensed (SUD) Treatment Program 20-Physician/osteopath, individual 70-Pharmacy	7/1/2022	ETA 9/12/2022	3275	Fix is complete
Confirmed CPSE: 4.1.22 ASP (PAP) Fee Schedule- EAPG claims priced in Webstrat will not meet the 25 TAT.	4/13/2022	01-Hospital (Outpatient)	5/2/2022	N/A - No claims impact after final report received	0	Completed
Confirmed CPSE: Overpaying VFC providers the administration and the vaccines billed, and not limiting the payment to less of billed charges.	4/29/2022	12-Federally Qualified Health Center 21-Professional Medical Group 01-Hospital (IP & OP)	ETA 12/31/2022	Workaround started 6/8/2022 ETA 10/26/2022	TBD	Ongoing remediation
Confirmed CPSE: Patient Liability AutoQ Solution is not working correctly, causing double PL to be applied to claims or applying to the incorrect claim when on a Waiver Service Plan.	5/20/2022	45-Waivered Services Organization 86-Nursing Facility	7/5/2022	Adjustment ETA 8/17/2022- 9/16/2022	554	Fix is complete
Confirmed CPSE: Claims are denying in error with a remit message "The services billed are considered Not Covered or Non-Covered (NC) in the applicable state fee schedule." causing underpayments.	7/1/2022	16 & 60-Home Health Agency	7/7/2022	Adjustments Batch 1 Completed 8/18/2022 Adjustment Batch 2 Completed 8/24/2022	926	Completed
New Confirmed CPSE: CVS Caremark Eligibility Rejections.	7/5/2022	70-Pharmacy	7/15/2022	Adjustments Completed 7/6/2022 Adjustments Completed 7/8/2022 Adjustments Completed 7/9/2022	76	Completed
New Confirmed CPSE: Provider types 84/95 behavioral health claims with a DOS 1/1/2022, and after for codes 99354, 99355, 99415, 99416, 99417 and G2212 are underpaying.	7/12/2022	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	7/19/2022	Adjustment Batch 1 Completed 9/6/2022 Adjustment Batch 2 ETA 8/17/2022-9/16/2022	757	Fix is complete
New Potential CPSE: EAPG claims priced in WebStrat will not meet the 25 TAT from the 3M software release on 6/23/2022 for HCPCS code K1034.	7/18/2022	01-Hospital (IP & OP)	ETA 11/15/2022	ETA 1/14/2023	TBD	Ongoing remediation
New Potential CPSE: Air Ambulance is configured to require PA however it is to be paid without PA per the Ohio guidelines for Emergent Air if field 24C on the claim has a Y. It has been discovered that an authbot is denying the claims for auth without reviewing that box in error.	8/1/2022	82-Ambulance	ETA 11/29/2022	ETA 1/28/2023	TBD	Ongoing remediation
New Confirmed CPSE: Claims with codes listed on the TPL bypass list recouped in error.	8/5/2022	95-ODADAS Certified/Licensed (SUD) Treatment Program 84-Ohio Department of Mental Health (Community Mental Health) Provider	8/5/2022	Adjustment Batch 1 ETA 8/19/2022-9/18/2022 Adjustment Batch 2 ETA 8/19/2022-9/18/2022	1981	Fix is complete
New Potential CPSE: Abortion Sterilization Hysterectomy Claims paid incorrectly without accurate/valid consent form.	8/5/2022	21-Professional Medical Group 01-Hospital (IP & OP)	ETA 12/3/2022	ETA 2/1/2023	TBD	Ongoing remediation

<p>New Confirmed CPSE: It was determined during review of claims that the plan restriction group was incorrectly configured which caused the claims to all fire a 203 edit in error.</p>	<p>9/1/2022</p>	<p>95-ODADAS Certified/Licensed (SUD) Treatment Program 84-Ohio Department of Mental Health (Community Mental Health) Provider 16 & 60-Home Health Agency 21-Professional Medical Group 76-Durable Medical Equipment Supplier</p>	<p>9/1/2022</p>	<p>ETA 2/28/2023</p>	<p>3666</p>	<p>Fix is complete</p>
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